GSR – AFIC PHARMACY QMATIC SYSTEM

Qmatic Queue Management system is required fro the pharmacy of AFIC. The system shall be deployed by successful company on turnkey basis. The detailed specifications and terms and conditions are as follows:-

Both soft copies as well as hard copies of specified documents are required.

Submit all documents in soft copy to : gso2it@afic.gov.pk

Submit all documents in hard copy also to the address: IT Department, main AFIC building, AFIC, Rawalpindi.

Last date of Bid submission: 28 Feb 26

Ser	Eqpt	Qty	Specs	Remarks
1.	QMATIC ORCHESTRA 7 SOFTWARE	1	Staff Application	
			Data Connect API	
			Customer Feedback	
			All related features to support the corresponding Hardware	
			Detailed & extensive reporting to include following essential requirements: - **a.** Daily patient inflow to include Total No of patients also Category wise total No of patients. **b.** KPIs of waiting time to include total no patients as well as category wise total No of patients. **c.** Counter wise performance parameter display.	
			The Software to have the capability to display specific categories and sub-categories of patients on specific KIOSKs	
			The software to have the capabilities to customize KIOSKs, Display Screens, counter displays and printed tickets as per organizational format/requirements.	
2.	KIOSK - FLOOR STANDING	6	**Used with:** Queuing system/Self Service	
			Weight: 30 KG	
			Material, casing: KIOSK Body: MS Sheet/ Powder Coated **Printer:** ABS Plastic	
			Paper Type: Thermal Sensitive	
			Auto Cutter: 1.5 Million Cuts	
			Power Consumption:	

				Standby: approx:90W Printing Wmax=150 W,Tmax = 1 sec	
				Temperature: Operating: 10-40C/ 50-104F Storage: 0-40C / 32-104F	
				Relative Humidity: Operating: 20-75%, Storage:10-90%	
				Network Transmission Speed: Supported:10/100 Mbit/s Ethernet, Minimum: 10 Mbit/s	
				Expected life – Thermal Print Head: More than 1.65 million standard tickets (60 mm / 2.4 in) at print rate of 12.5%	
				Display: Capacitive touch Screen OS: Windows/Linux/Android Resolution: 1200x1920 pixels	
				Safety and Other regulations: CE, RoHS2, FCC ID	
				Includes: **a.** KIOSK Body **b.** Thermal printer **c.** 17" & 19" Touch Screen Options **d.** Power Supply **e.** KIOSK PC (Optional) **f.** Barcode/Card/proximity readers (Optional) **g.** 5 Port 10/100 MBPS Switch	
3.	MULTIMEDIA LED DISPLAY		2	**Screen Size:** 19"	
				Screen resolution: 1920 x 1080 HD	
				Active Area: 19 x 10 Inch	
				Module Area: 21 x 12 x 2.3 Inch	
				Contrast: 1000:1	
				Brightness: 350 cd/m2	
				Resolution: 1920 x 1080 HD	
				OS: Android	
				Colors: 65.5K RGB (16:9)	
				Wall Mount: Included	
				Body Color: Black	

4.	COUNTER MULTIMEDIA DISPLAY TAB-10" (POE/WIFI)	15	**Used with:** Queuing System / Standalone	
			Display: 10 Inch IPS Screen (16:10)	
			Touch Screen: 10 Point capacitive Touch	
			Resolution: 1280*800	
			Brightness: 250cd / m2	
			Body Color/Material: Black / Plastic	
			Audio: Built-in stereo speakers	
			CPU/OS: Cortex-A55 Quad Core 1.8 Ghz / Android 11 RK3566	
			RAM/ROM: 2G DDR / 32G Flash	
			Connectivity: Wi-Fi/LAN	
			Power: PoE / DC 12V	
			Compliance: CE, FC, RoHS	
5.	COUNTER TERMINAL TAB-10" (POE / WiFi)	15	**Used with:** Queuing System / Standalone	
			Display: 10 Inch IPS Screen (16:10)	
			Touch Screen: 10 Point capacitive Touch	
			Resolution: 1280*800	
			Brightness: 250cd / m2	
			Body Color/Material: Black / Plastic	
			Audio: Built-in stereo speakers	
			CPU/OS: Cortex-A55 Quad Core 1.8 Ghz / Android 11 RK3566	
			RAM/ROM: 2G DDR / 32G Flash	
			Connectivity: Wi-Fi/LAN	

				Power: PoE / DC 12V	
				Compliance: CE, FC, RoHS	

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6.	CUSTOMER FEEDBACK TAB-10 (POE/WiFi)		2	**Used with:** Queuing System / Standalone	
				Display: 10 Inch IPS Screen (16:10)	
				Touch Screen: 10 Point capacitive Touch	
				Resolution: 1280*800	
				Brightness: 250cd / m2	
				Body Color/Material: Black / Plastic	
				Audio: Built-in stereo speakers	
				CPU/OS: Cortex-A55 Quad Core 1.8 Ghz / Android 11 RK3566	
				RAM/ROM: 2G DDR / 32G Flash	
				Connectivity: Wi-Fi/LAN	
				Power: PoE / DC 12V	
				Compliance: CE, FC, RoHS	

Warranty & Support Services	➢ 1 x year replacement warranty of equipment and Support Services to include: - • Replacement of any faulty equipment • Service level response time • Preventive Maintenance • Online Support • Hardware Backup • Number of visits
Acceptance Criteria	• The successful bidder will be responsible for installation, end to end configuration and integration of the eqpt with Laptop/Desktop. **All NW and supporting system devices incl Computers, switches/ routers, sound equipment, allied power equipment and**

	UPS, and network wiring will form part of the project and will be provided by the vendor. Vendors to specify in clear what all extra/ allied equipment is being offered by them within the project. • The bidder shall compulsorily provide a compliance sheet mentioning full compliance/ partial compliance/ non-compliance against every feature mentioned in GSR. (format attached as Anx-C) • The bidding firms can request for conducting a survey of the facility before finalizing the equipment/ design.
Quotation Submission Requirements	• All bidders are required to compulsorily submit supporting documents with their bids (list attached as Anx-A). Any document missing will render the bidder unqualified. • The bidding firms will be subjected to technical scrutiny of the equipment, design offered. Firms qualifying technically will be subjected to financial shortlisting basing on the financial bids submitted.

Anx-A

List of Supporting Documents

Ser	Supporting Document
1.	Equipment offered along with price as per format given at Anx-B
2.	Compliance sheet as per Anx-C

Anx-B

Equipment Offered With Price

Ser	Equipment/ Services	Specifications	Price
1.			
2.			
3.	Total price		

Compliance Sheet Format

Ser	Eqpt	Qty	Specs	Units	Fully Compliant / Partially Compliant / Not Compliant
1.	ORCHESTRA SOFTWARE	1	S/W Qmatic voice App	2	
			S/W Orchestra 7 platform	14	
			S/W Orchestra Journey Manager – Standard	14	
			S/W Orchestra Counter	13	
			S/W Orchestra Voice Announcements	14	
			S/W Orchestra Media Display	16	
			S/W Orchestra Reports (Add-on)	14	
			S/W Orchestra Operations Panel (Add-on)	14	
			S/W Orchestra Kiosk	1	
2.	ORCHESTRA HARDWARE	1	Amplifier (Small)	1	
			Speakers (Wall/Ceiling)	2	
			Android mini PC (For Waiting area LED)	2	
			Counter Multimedia LED (19") B19H	13	
			Android POE Tablet 10"	13	
			Check Inn 19" KIOSK (New Touch Screen)	1	

			16 Port Switch (Gigabit) Unmanaged	2	
			HDMI Splitters/Cables	1	
			Server PC (Core i5,16 GB, 512 SSD) with LED	1	
			Installation and Training Charges at AFIC	1	